



Utility Billing Clerk

Salary: DOQ with excellent benefits.

City of Norwalk, Iowa

The City of Norwalk, Iowa (2014 Census population 9,636, located in the Des Moines metropolitan area) is taking applications or résumés for a Utility Billing Clerk position until 4:00 p.m. on June 2, 2016.

Electronic submissions are encouraged and can be sent to: jeanf@norwalk.iowa.gov. An application can be found on the city's website at www.norwalk.iowa.gov.

Under general supervision of Finance Director performs job duties associated with the administrative and financial records of the municipal utilities. The job will require mathematical abilities, account management and support that require a commitment to customer service. A working knowledge of utility billing software, the ability to plan and organize a comprehensive and ongoing review including the coordination of meter reading, billing, scheduling and conducting municipal utility operations. The position is also designed to implement procedures initiated by the City auditors.

The position is being reviewed and subject to change based on experience and education of applicants. The associated salary will be dependent on qualifications. The current job description is attached for review.

City of Norwalk
Job Description and Specifications

Job Title: Utility Billing Clerk
Department: Administration
Union Statue: Non-Union

Reports to: Finance Director
FLSA Status: Non-exempt

Job Function:

Under general supervision of Finance Director performs job duties associated with the administrative and financial records of the municipal utilities. The job will require mathematical abilities, account management and support that require a commitment to customer service. A working knowledge of utility billing software, the ability to plan and organize a comprehensive and ongoing review including the coordination of meter reading, billing, scheduling and conducting municipal utility operations. The position is also designed to implement procedures initiated by the City auditors.

Equipment Used:

General office equipment and hand held meter readers for the purpose of retrieving billing data.

Principal Duties and Responsibilities:

- Prepare, enter, receipt, reconcile and keep updated customer accounts for the financial administration of the city for the utility consumer.
 - Coordinate work related activities associated with the water department and financial administration of the city as required by policy or ordinances of the city or state.
 - Prepare utility books/worksheets, including work orders for water maintenance and the monthly reading of water meters that are incorporated into the city system or as contracted for by neighboring utilities.
 - Enter numerical readings into computer for analysis and preparation of monthly bills and updates, changes, notifies delinquencies and terminations of service, printing and preparation of bills for delivery to the postal service.
 - Monitoring of all activities associated with utility data programming for internal and external review and coordination with municipal cash flow and financial status.
 - Communication to haulers for garbage and compost services.
 - Assist with animal licensing.
 - Coordination of activities leading up to the preparation of timely deposits; delivery of same to appropriate financial institution and backups receipting and related activities to the billing process.
 - Completion of all necessary account posting and reconciliation's to keep the system updated and in compliance with auditing comments and development of audit trails.
 - Receive in person or other forms of communication inquiries and complaints related to the utility billing; be able to respond to the customer or refer to the appropriate staff person, all such activities based on current State of Iowa policies or ordinances.
 - Complete all necessary administrative utility duties in an efficient and timely manner.
 - Prepare financial, statistical or other operational reports when assigned or directed and assists various city officials in data collection for projects.
 - Knowledgeable of various city and state codes and general office operations and work to gain knowledge of other city data processing programming.
 - Serve as secretary to the Utility Advisory Commission and assist as need to fill in for other city boards and commissions.
 - Telephone support; customer service at the counter, addressing citizen inquiries, comments or complaints; communicate with citizens and other employees personally, over the telephone or in writing.
 - Attend workshops and seminars as approved to further develop knowledge, skills and abilities.
 - Comply with all safety rules and attend safety training as directed.
 - Performs related office support tasks during absences of regular support staff or as assigned; utilize cross training to assist in this support. Perform other duties as apparent or assigned.
 - Monitor and enter Income Offset collections for the City, including Water Department and Fire Department
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Entry Requirements and Skills:

Graduation from high school or GED equivalency and four years of general office experience involving the keeping of accounting and consumer records, public contact and office equipment operation. College course work may be substituted for experience.

Must have the ability to acquire and maintain an Iowa Driver's License and a good driving record. The successful applicant must have the ability to be bonded and be available for off- hour work assignments, meetings and activities.

Required Special Qualifications:

- Knowledge of basic bookkeeping and accounting procedures as related to the receipt, posting and disposition of customer accounts.
 - Strong organizational and detail-oriented skills.
 - Ability to set up, maintain and retrieve municipal files accurately and consistently.
 - Ability to follow written, verbal or diagrammatic instructions with several concrete variables.
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Working Conditions:

- Works indoors in an office setting.
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Physical Requirements/Essential Functions:

- Must be insurable.
- Must be sighted.
- Must be able to hear normal conversation.
- Must be able to speak clearly at normal rate of conversation.
- Ability to read, speak, write and understand English to effectively communicate with citizens, City Manager, elected officials and employees by telephone, in written form or face-to-face.
- Must be able to operate computer keyboard, calculator, telephone and similar office machines.
- Must be able to use office software technology including spreadsheet and word programs.
- Ability to perform mathematics necessary for accounting and bookkeeping.

Note: This job description includes the primary job duties and requirements for this job. However, this job description is not intended to provide an exact description of all job duties and requirements. The City of Norwalk reserves the right to change this job description at any time. The City of Norwalk is an equal opportunity employer. All qualified candidates are encouraged to apply, regardless of race, creed or gender.